

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: CHENG
Serial Number: 09/607,914
Filing Date: June 29, 2000
Title: METHODS AND SYSTEMS FOR CUSTOMER LIFECYCLE
DEFINITION AND CATEGORIZATION

Group Art Unit No.: 3623

Examiner: SHAFFER

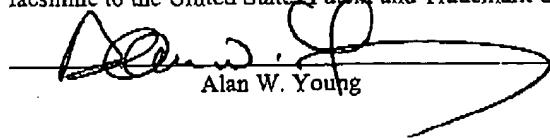
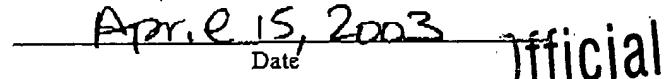
Att'y Docket: ORCL5638

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CERTIFICATE OF TRANSMISSION

I hereby certify that this Amendment and the document(s) referred to herein is/are being transmitted by facsimile to the United States Patent and Trademark Office TC3600 Fax No. 703-872-9326 on April 15, 2003.


Alan W. Young
Apr. 15, 2003

Date

GROUP 3600

Official

Honorable Commissioner for Patents
Washington, DC 20231

TRANSMITTAL LETTER

Sir:

In response to the Office Action dated January 15, 2002, Applicant submit herewith the following:

- 1) Amendment (6 pages);
- 2) This Transmittal letter (1 page);

If any unresolved issues remain, please contact Applicant's attorney at the telephone number indicated below.

Respectfully submitted,
YOUNG LAW FIRM, P.C.


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Date: April 15, 2003

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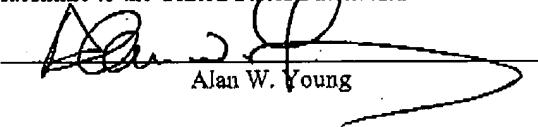
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RESPONSE TO OFFICE ACTION

Sir:

In response to the Office Action issued January 15, 2003, applicant submits the following amendments and remarks to the above-referenced patent application:

Claims 1-5, 8-13, 15-19, 22-27, 29-33 and 36-41 were rejected under 25 USC §102(b) as being anticipated by Healy et al. (US 6,298,328). Reconsideration and withdrawal of these rejections are respectfully requested, for the following reasons.

At the outset, the applicant respectfully reminds the Patent Office of its own standards for anticipation under Section 102 of the Patent statute, as set forth in the MPEP:

**"TO ANTICIPATE A CLAIM, THE REFERENCE MUST
TEACH EVERY ELEMENT OF THE CLAIM"**

"A claim is anticipated only if each and every element as set forth in the claim is found, either expressly or inherently described, in a single prior art reference." *Verdegaal Bros. v. Union Oil Co. of California*, 814 F.2d 628, 631, 2 USPQ2d 1051, 1053 (Fed. Cir. 1987). "The identical invention must be shown in as complete detail as is contained in the ... claim." *Richardson v. Suzuki Motor Co.*, 868 F.2d 1226, 1236, 9 USPQ2d 1913, 1920 (Fed. Cir. 1989). The elements must be arranged as required by the claim, but this is not an *ipsissimis verbis* test, i.e., identity of terminology